

[Dr. Nelson]

Hello, I'm Dr. Laura Nelson with the Arizona Department of Health Services, Division of Behavioral Health. I am pleased to introduce you today to Arizona's new public behavioral health system Outcomes Framework and performance dashboard. It is now available on our website at www.azdhs.gov/bhs.

This framework and dashboard, which have been in development over this past year, were designed to be user-friendly as well as informative to our many stakeholders. We partnered with peer and family members and providers in its development specifically taking into consideration what information is most important to you.

The Framework identifies four cornerstones of quality-based care; these include Access to Care, Coordination of Care, Service Delivery, and Consumer Outcomes.

The Dashboard is like a scorecard—it allows the user to review performance and outcomes information at the statewide level, as well as by region of the state. Performance information is also available separately for adults and children.

You will notice that some scores are better than others. We have some work to do, and you will get to follow along as we work to bring those scores up.

This level of transparency enhances our accountability to the public and assists us with system planning and improvement efforts.

So, please spend some time getting familiar with the new Dashboard and let us know how you think we can make it even better. We want this to be a helpful and valuable tool to all of our stakeholders.

Now, I'd like to introduce to you Ms. Mari Bilderback, our Quality Management Operations Bureau Chief. She has been the leader behind this effort and will share with you more detail about the Dashboard.

[Mari]

Thank you, Dr. Nelson. The outcomes Framework and its Dashboard provides high level, at a glance data on how our system is performing. As you mentioned, we divided the dashboard into four framework categories that allow us to prioritize information using a balanced scorecard approach. That balanced approach means we have organized our performance measures into four broad categories with numerous, additional supporting measures within each category. We have incorporated both nationally recognized behavioral health outcome measures as well as general health care metrics. The Dashboard is designed to assist in overall, as well as category specific, analysis. For example, you could look at the data in the Outcomes category by itself, but what does it really tell you? We believe that when a person has easy access to services, receives services that are centered on the unique needs of that individual and family, and strong collaboration and coordination is in place. Outcomes for that person should improve. So, we look at all of these important elements.

We also provide "longitudinal" graphs and charts on any measure in the dashboard that has been collected consistently for at least two years and include all the "raw" data (calculations) DBHS uses for the dashboard to support transparency and assist others in replicating our

measures and findings if they wish. The Outcomes Framework Data Dictionary is available on the website for the user who is interested in knowing the step by step details of how DBHS calculates the Dashboard measures, further enhancing transparency.

The measures included in the framework are measures that are routinely collected directly by our agency or reported to us by our contractors and then validated by us. In order for the dashboard to be meaningful, we must be confident in the accuracy of the data we are using. However, it is also important that the data and measures being used support improved individual and system outcomes. We believe we have accomplished both of these goals.

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